



**FACTORS THAT AFFECT THE TURNOVER INTENTION AMONG EMPLOYEES OF
NON-NURSING DEPARTMENT IN MAHKOTA MEDICAL CENTRE, MELAKA**

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DECLARATION OF ORIGINAL WORK

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Hereby declared that:

- This work has not previously been accepted in substance for any degree, locally or overseas, and is not being concurrently submitted for these degree or any other degrees.
- This project-paper is the result of my independent work and investigation, except where otherwise stated.
- All verbatim extracts have distinguished by quotation marks and sources of my information have been specifically acknowledged.

Signature:_____

Date:_____

LETTER OF SUBMISSION

Date: 29th December 2014

Program Coordinator
Bachelor of Business Administration (Hons.) HRM
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Universiti Teknologi Mara
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Dear Sir/Madam,

SUBMISSION OF PROJECT PAPER (HRM 662)

Enclosed here is the research entitled “A STUDY ON THE FACTORS THAT AFFECT THE TURNOVER INTENTION AMONG NON-NURSING DEPARTMENT STAFF IN MMC” to fulfill the requirement as needed by the Faculty of Business Management, Universiti Teknologi Mara.

I hope this report will fulfill the requirement of Bachelor of Business Administration with Honors and also achieved the objectives of this study.

Thank you.

Yours faithfully

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ABSTRACT

This study conducted to identify the factors that affect the turnover intention among employees in Mahkota Medical Centre, Melaka. Researcher has listed three variables which are performance appraisal and promotion, personality issues and pay and benefits as the independent variables and turnover intention as the dependent variable. The researcher distributed 191 sets of questionnaires to respondents which are the staff from non-nursing departments of MMC. The finding and analysis were made based on Statistical Package for Social Science (SPSS) version 20.0 to analyze the data. The finding of this study proves that only performance appraisal and promotion affects negatively to the turnover intention and it appear to be the most influenced factor towards the turnover intention among non-nursing staff in MMC.

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